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|  | **Job Title:** | **HR Administrator** | **Dept.:** | **Charity/Clinical/Trading** |  |

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|  |  | **Essential/Desirable** | **Evidence** |  |
| **A: EDUCATION****QUALIFICATIONS AND TRAINING**Level of education, specific qualifications, specialised training, training requirements for the job) | **Essential:*** Educated to a good standard GCSE level.

**Desirable:*** CIPD level 3 qualified or working towards.
 | Application FormCertificatesCPD Interview  |
| **B: EXPERIENCE** (Length, type and level of work-related experience)  | **Essential:*** Experience of working with colleagues at all levels.
* Experience of working with confidential information where discretion is required.
* Experience of a role where customer service is key to service delivery.

**Desirable:*** Experience in working within a busy HR function
* Experience of working within HR within the retail sector.
 | Application FormInterviewCPD |
| **C: SKILLS****KNOWLEDE****ABILITIES**(Range and level of skills, depth of knowledge required for the job)  | * Excellent communication skills, both verbal and written.
* Accurate data entry skills.
* Ability to problem solve and formulate plans to overcome difficult situations.
* Ability to communicate complex information across professional boundaries.
* Act as an ambassador for the overall work of the charity.
* Ability to work flexibly.
* Have a strong attention to detail.
* Good listener.
* Ability to maintain confidentiality.
* Good numeracy and literacy skills.
* Understanding of audit and governance procedures.
* Computer literate to a high standard, including the use of all Microsoft packages.
* Able to establish trusted relationships with managers and fellow colleagues.
 | Application FormInterview ReferencesCPD |
| **D: APTITUDES AND ATTRIBUTES** (Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales) | * Reliable and committed.
* Self-motivated and enthusiastic.
* Punctual and conscientious.
* Ability to work autonomously and part of a team.
* Able to multi-task and keep calm under pressure.
* High professional standards.
* Excellent attention to detail.
* Able to prioritise workloads.
 | Application form Interview References |
| **E: OTHER JOB REQUIREMENTS** (Physical/health requirements, specific requirements e.g. car owner/driver, full, clean, current UK Driving Licence)  | **Essential*** Basic DBS check.

**Desirable*** Driving license.
 | Application form ReferencesDBS checking serviceDriving Licence check |
|  | **F: PERSONAL QUALITIES AND VALUES** | * **RECEPTIVE –** We define **success** as continuous improvement and aim for **excellence** in our lifesaving services and community projects
* **RESPECTFUL** – we are a community-based organisation with a **‘one team’** culture that embraces and encourages **honesty**.
* **RESPONSIBLE** – we aim to create the best possible **future for everyone** and strive thrive to place **sustainability** at the heart of everything we do.
* **RELEVANT** – we are open to new ideas and ways of working, across our clinical and charity operations, providing total transparency to all stakeholders.
* **RECOGNITION** – we **value our relationships** - with staff, supporters and the wider communities we serve - **working together** to achieve the best possible patient outcome.
 | Application form InterviewReferences |  |

**The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties**